

Incident Report

As of 11/2/2010

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
Community and Culture	1 0	99 44	100 44
Customer Company Total	1 0	99 44	100 44

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
Community and Culture	1 0	99 7	100 7
Customer Company Total	1 0	99 7	100 7

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Community and Culture	1 0.23	99 0.94	100 0.93
Customer Company Total	1 0.23	99 0.94	100 0.93

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Community and Culture	1 0	99 10	100 10
Customer Company Total	1 0	99 10	100 10

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
Community and Culture	1 0.39	99 3.46	100 3.43
Customer Company Total	1 0.39	99 3.46	100 3.43

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Detail

INC000000176402	Mary Ellen Martinez Metro B Desktop Support	None Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 10.93
INC000000185903	Douglas Livsey Purchasing Support	None Kathy Kirtz	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.09 30.54
INC000000198403	Stephanie Bourdeaux Metro A Desktop Support	Application Burton Brown	Error Community and Culture	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.17
INC000000198417	Lynnette Hiskey Metro A Desktop Support	Application Burton Brown	Error Community and Culture	State Payroll Time Entry System Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000198437	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000198438	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000198441	Kathy Kirtz Metro B Help Desk	Mainframe Janet Hongsyvilay	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000198444	Kathy Kirtz Metro B Help Desk	Mainframe Janet Hongsyvilay	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000198670	Yvette Rhodes Metro A Desktop Support	Print/Copy/Scan/Fax Burton Brown	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 0.30
INC000000198675	Ray Matthews Network Operations	None John Stevens	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.85
INC000000198694	Forrest Cuch Metro A Desktop Support	Application Burton Brown	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.65
INC000000198801	Kathy Kirtz Network Operations	None John Stevens	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 1.43
INC000000198865	Donna Morris Metro B Desktop Support	Application Dolly Price	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.28 0.81
INC000000198954	Silvia Castro Metro A Desktop Support	PC/Laptop Burton Brown	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.10
INC000000199087	Chris Frederickson Capitol Desktop Support	Application Eva Cornish	Reporting Community and Culture	Novell GroupWise High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.39
INC000000199370	Kathy Kirtz Operations Production Control	None Christie Burnham	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000199388	Forrest Cuch Metro A Desktop Support	Network Burton Brown	Error Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.10 TTR: 0.10
INC000000199461	Wendi Hassan Metro B Help Desk	Application Val Shepherd	Password Community and Culture	Novell Messenger Low	TIR Missed: No TTR Missed: No	TIR: 0.08 TTR: 0.21
INC000000199470	Lynnette Hiskey Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	Incident Community and Culture	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: 70.59 TTR: 70.59
INC000000199491	Anna Boulton Metro B Help Desk	Network Janet Hongsyvilay	None Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.37
INC000000200006	Sara Wever Metro B Help Desk	Network Val Shepherd	Password Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.69
INC000000200067	Sara Wever Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.76
INC000000200237	Jayme Day Voice/Data/WAN Services	Telecom Mitch Hood	Hardware Community and Culture	None Low	TIR Missed: Yes TTR Missed: No	TIR: 2.12 TTR: 2.42
INC000000200423	Kathy Kirtz Metro B Desktop Support	Application Cindy Reed	None Community and Culture	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 57.62
INC000000200506	Debbie Reese Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.11
INC000000200657	Forrest Cuch Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 1.67
INC000000201358	Forrest Cuch Metro A Desktop Support	Network Burton Brown	Error Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 5.62
INC000000201422	Jean Irwin Metro B Desktop Support	None Cindy Reed	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 5.78
INC000000201459	Paul Kroff Metro B Desktop Support	Application Dolly Price	Error Community and Culture	Microsoft Office Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 9.77
INC000000201711	Wendi Hassan Metro B Help Desk	None Val Shepherd	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.18 TTR: 0.18
INC000000201736	Wendi Hassan Metro B Help Desk	Application Val Shepherd	Password Community and Culture	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000201948	Jill Mecham Metro B Help Desk	Application Janet Hongsyvilay	Error Community and Culture	Employee Gateway Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.17
INC000000202112	Eva Salazar Metro A Desktop Support	Print/Copy/Scan/Fax Burton Brown	Incident Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.13

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INC000000202397	Diana Franca Voice Operations	Telecom Julie Sabato	Area Code Community and Culture	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 1.82
INC000000202798	Sheryl Featherstone Application Support	Application Yong Hui No	Error Community and Culture	Contribute Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.44 0.47
INC000000203202	Lisa F Nelson Metro B Desktop Support	PC/Laptop Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.45 10.24
INC000000203242	Ray Matthews Network Operations	Application Terry Mills	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.42
INC000000203825	Jinnie Edgar Capitol Desktop Support	Application Sarah Johnson	None Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 0.76
INC000000203854	Forrest Cuch Metro B Help Desk	Application Val Shepherd	Error Community and Culture	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000203873	Lisa F Nelson Metro B Desktop Support	PC/Laptop Michael Barth	None Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.05 0.65
INC000000204195	Susan Hayward Metro A Desktop Support	PC/Laptop Burton Brown	Hardware Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.08
INC000000204240	Reanne Hart Metro A Desktop Support	Application Burton Brown	Error Community and Culture	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.04
INC000000204287	Sharon Chalmers Metro B Desktop Support	None Austin Farey	None Community and Culture	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204310	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204315	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204317	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204319	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204321	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204322	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000204323	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000204365	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000204407	Leah Garrett Metro B Help Desk	Print/Copy/Scan/Fax Janet Hongsyvilay	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.04 TTR: 0.32
INC000000204465	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000204466	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000204467	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000204468	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000204469	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000204470	Kathy Kirtz Metro B Help Desk	Mainframe Val Shepherd	None Community and Culture	Unified Social Services Delivery Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000204768	Kathy Kirtz Operations Production Control	None Christie Burnham	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000205096	Susan Hayward Metro A Help Desk	Application Liz Evans	Reporting Community and Culture	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.13 TTR: 0.45
INC000000205141	Juan Lee Metro B Desktop Support	Network Michael Barth	Incident Community and Culture	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 23.74
INC000000205295	Eva Salazar Operations Production Control	None Christie Burnham	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000205474	Carol Edison Metro B Desktop Support	None Cindy Reed	None Community and Culture	None Low	TIR Missed: Yes TTR Missed: Yes	TIR: 3.79 TTR: 35.67
INC000000205620	Lisa F Nelson Metro B Desktop Support	Application Michael Barth	None Community and Culture	None Low	TIR Missed: No TTR Missed: Yes	TIR: 0.00 TTR: 9.65
INC000000205667	Kathy Kirtz Operations Production Control	None Christie Burnham	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000205739	Eva Salazar Metro A Desktop Support	None Tracy VanderVaart	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000206064	Lisa F Nelson Metro B Help Desk	Application Val Shepherd	Error Community and Culture	Utah Master Directory Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.18

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INC000000206222	Jinnie Edgar Metro B Help Desk	Application Janet Hongsyvilay	None Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000206310	Jinnie Edgar Metro B Help Desk	Application Val Shepherd	Error Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000206610	Jen Parsons-Soran Metro B Help Desk	Network Ron LeBaron	Error Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000206617	Wendi Hassan Metro B Help Desk	PC/Laptop Ron LeBaron	Performance Community and Culture	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.26
INC000000206758	Jen Parsons-Soran Application Support	Application Michael Brown	Reporting Community and Culture	Contribute Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 4.44
INC000000206765	Kathleen Bourne Metro B Desktop Support	Application Austin Farey	Error Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000206859	Darci Card Metro B Desktop Support	None Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.04 8.41
INC000000207476	Ronald Van Harten Metro B Help Desk	Application Val Shepherd	Reporting Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000207559	Douglas Livsey Metro B Help Desk	Network Val Shepherd	Incident Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.55
INC000000207758	Lisa F Nelson Metro B Desktop Support	PC/Laptop Michael Barth	None Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.66
INC000000207823	Kathy Kirtz Metro B Desktop Support	EIS Hardware Matthew Blunk	None Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.04
INC000000208342	Matt McLain Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Incident Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000208458	Justin Hudspeth Metro B Help Desk	Print/Copy/Scan/Fax Ron LeBaron	Incident Community and Culture	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.18
INC000000208672	Jimmy Glenn Metro B Desktop Support	Print/Copy/Scan/Fax Cindy Reed	Incident Community and Culture	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.32 3.32
INC000000208744	Laura Garcia Metro A Desktop Support	Application Burton Brown	Reporting Community and Culture	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.28 3.28
INC000000208747	Kathy Kirtz Metro B Help Desk	Application Val Shepherd	Reporting Community and Culture	Unified Social Services Delivery Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 0.15
INC000000208759	Kathy Kirtz Metro B Help Desk	Application Val Shepherd	Reporting Community and Culture	Unified Social Services Delivery Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.09

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INC000000208770	Kathy Kirtz Metro B Help Desk	Application Val Shepherd	Reporting Community and Culture	Unified Social Services Delivery Low	TIR Missed: No TTR Missed: No	TIR: 0.06 TTR: 0.06
INC000000209771	Gordon Walker Metro B Help Desk	Network Janet Hongsyvilay	None Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.10
INC000000209794	Faun Jackson Rural South Desktop Support	Application Doug Chaston	Error Community and Culture	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000209969	Lisa F Nelson Metro B Desktop Support	Mobile Devices Dolly Price	None Community and Culture	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: 0.41 TTR: 3.57
INC000000210078	Douglas Livsey Metro B Desktop Support	None Matthew Blunk	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 2.11
INC000000210177	Leah Garrett Help Desk	Application James Stearns	Error Community and Culture	Microsoft Office Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000210416	Jill Mecham Security	Mainframe Bart Grant	Error Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.31 TTR: 1.37
INC000000210455	Kathy Kirtz Operations Production Control	None Christie Burnham	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000210491	Craig R Miller Metro B Desktop Support	Application Cindy Reed	Reporting Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.61 TTR: 0.61
INC000000210516	Michael Johnson Metro A Desktop Support	None Burton Brown	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.24 TTR: 0.25
INC000000210568	Kathy Kirtz Application Services	None Danielle Hood	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.04 TTR: 1.98
INC000000210575	Faun Jackson Rural South Desktop Support	Application Doug Chaston	Password Community and Culture	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000211306	Sara Wever Metro B Desktop Support	PC/Laptop Dolly Price	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.72 TTR: 1.65
INC000000211363	George Schoemaker Application Services	Application Eva Cornish	Error Community and Culture	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: 0.58 TTR: 1.80
INC000000211746	Jeffery Fullmer Metro D North Desktop Support	Print/Copy/Scan/Fax Ryan Casey	Error Code Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000212326	Sherman Roquero Operations Production Control	None Christie Burnham	None Community and Culture	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00